Central Recordkeeping Agency Protean eGov Technologies Limited

Protean eGov Technologies Limited (Formerly NSDL e-Governance Infrastructure Limited)





Standard Operating Procedure (SOP) for Tier II Withdrawal

Introduction

Government of India (GOI) has now rolled out Tier II investment in Permanent Retirement Account Number (PRAN). This is a facility for the existing PRAN holders (also to the prospective subscribers who intend to subscribe for NPS) to undertake investments overand above the investment in the normal pension account i.e., Tier I. Point of Presence (POP) will act as a subscriber interface for activation of Tier-II accounts for All Citizens of India mainly known as Unorganised Sector (UoS) and also to Government employees who are mandatorily covered under NPS.

The subscribers which can activate Tier II accounts are new Subscribers (applying fresh for Tier I & II), IRA Complaint Subscribers (issued a PRAN Card by CRA) and Non IRACompliant Subscribers (who have been registered for Tier I, have a PRAN but yet to be issued a PRAN Card by CRA). Subscribers registered with CRA for Tier II account havean option to:

- Withdrawal -complete or partial amount from Tier II account
- Update Personal/ Nomination details
- Update Bank details
- Change Scheme Preference (same as Tier I, SOP already available on CRAwebsite)

Tier II Withdrawal Request process:

Subscriber shall submit duly filled physical withdrawal request as per the format prescribed by PFRDA (Form-Annexure-S12) to the POP/POP-SP for withdrawing fund from Tier II account. The Subscribers will have facility of withdrawing full or partial amounts from the Tier II account. POP/POP-SP shall accept the request only from the Subscribers associated with it as each Subscriber is linked to the concerned POP-SP in CRA system. The Subscribers account will remain active even after execution of partial or full withdrawal from Tier II account.

POP-SP shall carry out following checks while accepting the withdrawal requestform for Tier II

- All relevant fields including PRAN are filled by the applicant. In case of anyincomplete information, the request shall be rejected.
- Request form is duly signed by the Subscriber.
- PRAN provided by the Subscriber is active and valid in the system.
- PRAN (Subscriber) is associated with the concerned POP-SP. POP-SP shall collect photocopy of the appropriate supporting documents i.e., copy of PRAN card in caseof IRA compliant Subscribers. For non IRA complaint Subscribers, POP/POP-SP shall collect proof of identity. The documents collected as proof of identity should be valid at the time of acceptance.
- POP/POP-SP shall ensure that the Subscriber has mentioned the correct type of withdrawal and correct preference for payment mode.
- On successful verification of the withdrawal request, POP-SP shall accept the same and shall generate a 17 digit Receipt Number as acknowledgement to the Subscriberas per the process provided by CRA. POP-SP shall mention the date of receipt of the request in the space provided in the form. The algorithm specified by CRA as mentioned below:

First 2 digits (from left) – Type of request i.e, 14 for withdrawal request **Next 7 digits** - Registration Number of POP-SP e.g., 6000002 **Next 8 digits** - Running sequence number eg.00000001

Note : 10th digit of the receipt number should be "4" only for corporate subscribers.

- POP/POP-SP shall upload MIS in CRA system for the receipt numbers allotted to subscribers.
- POP/POP-SP shall capture the withdrawal request with details such as PRAN, Type of account, type of withdrawal, amount to be withdrawn in case of partial withdrawal, etc. The request for withdrawal will be required to be authorised by verifier user.
- On execution of withdrawal request the units from the scheme(s) will be blocked immediately. Redemption (units withdrawal) will happen as per below mentioned timelines.

Tier II withdrawal Timelines:

- The process of Tier II withdrawal involves redemption of applicable units from Subscriber's Tier II Account and then transfer of funds in Subscriber's Bank Account.
- In CRA system, redemption and investment of units happens only on working day (excluding Saturday, Sunday and holidays) which is called a Settlement Day.
- If request is submitted (authorised) before cut-off time of settlement (before 10.30 am*) on settlement day in CRA, then request is considered for processing on same working day. The redemption of units happens on same working day (Day T) and then fund transfer happens within T+2 working days. For example, if request is submitted/authorised on January 2, 2023 (at 9.30 am), the request will get considered for processing on same day, redemption of units will happen on January 2, 2023 and fund transfer will happen on January 4, 2023.
- If request is submitted (authorised) after cut-off time of settlement (after 10.30 am*) on settlement day in CRA, then request is considered for processing on next working day. The redemption of units happens on next working day (Day T) and then fund transfer happens within T+2 working days. For example, if request is submitted/authorised on January 2, 2023 (at 11.30 am), the request will get considered for processing on next working day, redemption of units will happen on January 3, 2023 and fund transfer will happen on January 5, 2023.

*Cut-off time for Settlement which varies between 10.30 am to 11.00 am, may change depending upon other settlement factors.

Uploading MIS and Capturing of request:

Uploading of MIS:-

POP shall login to CRA system with DSC based User ID allotted by CRA as given below

 Edit View Pavorites Tools Help Welcome to Central Record Keeping Agency NSDL Central Record Keeping Agency Welcome to Central Record Keeping Agency Nodal Offices / Other Intermedia C 1-PIN Digital Certificate User ID Isubmit Reset Forcad Password? Check Grievance Status Check Status using Receipt Number Help / Instruction for Login 	
Welcome to Central Record Keeping Agency NSDL Central Record Keeping Agency Welcome to Central Record-Keeping Agency Welcome to Central Record-Keeping Agency Nodal Offices / Other Intermedia C 1-PiN User ID Bubmet Password 130001108 Submet Reset Foroot Password? Check Grievance Status Check Grievance Status Check Subscriber Registration Status Check Status using Receipt Number Help / Instruction for Login	
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User ID © Digital Certificate Password [130001108] Password [Submit] Submit] Reset Foract Password2 > Check Grievance Status > Check Grievance Status > Check Subscriber Registration Status > Check Status using Receipt Number Help / Instruction for Login	ries
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Home Contact Us System Configuration Entrust Secured	

POP shall Upload the MIS in the system under the option of MIS – File Upload for Tier IIwithdrawal request as given below :

6 NSDL	Centu	al Recordkee	ping Agency
Welcome Point of Presence-1300		24-Jan-2014	Home Logout
Transaction Contribution Details Grievance User Maintenance Views MIS Re S1 Submission Details Authorize Request	oorts Dashboard	Subscriber Modification	Error Rectification Module
Welcome to Central Recordke	eping Agency		
<u>Click here</u> to view list of claim ids a	waiting any action		
PFRDA has decided that from May 1, 2012, remittances without information on funds tr days. For details, <u>Click</u>	ansfer will be retur <u>Here</u> "	ned. Further, SCFs pendi	ing will be deleted after 15
To view the details of funds returned by the Tr	ustee Bank, please	Click Here	
Home Contact Us System Configura	don Entrust Secu	red	

On selection of the same the below given figure will appear with a provision toupload the .fvu text file

Welcome Point of Presence-1303		24.	lan-2014	Home Logoul
Submission Details Authorize	Grievance User Maintenance Views MIS Repo	rts Dashboard Subscr	nber Modification Err	or Rectification Module
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	(or) Premine / P	Bemovu		
		Deload All		
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On uploading of the file the below mention screen will appear with the Referencenumber:

Welcome Point of Presence-130001108		24-Jan-2014	Home Logout
ransaction Contribution Details 1 Submission Details Authorize R	Grievance User Maintenance Views MIS Reports equest	Dashboard Subscriber Modification	Error Rectification Module
	Files to Upload SI File Name Path	Add Files Bernove	
		Ipload All	
	Status Uploading File : D1PFRDA Comprehensive folder/Upload13-1 Receiving Information from the Server. Uploading the file : 230114 fru "REFERENCE NUMBER for 230114 fru 11357 Done	4\230114.fvu	

You may check the status of the MIS upload by selecting the option File statusView and entering the reference number is highlighted:

Veicome Point of Presence-130001108			24-Jan-2014	Home Logout
nsaction Contribution Details	Grievance User Maintenance V	iews MIS Reports Dashboar	d Subscriber Modification	Error Rectification Modu
Submission Details Authorize	Request	File Status View		
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	Done			

The status of the file will appear as below:



Capturing the request in the system:

POP shall login to CRA system with DSC based User ID allotted by CRA as given below (Figure.1)



Figure 1

After logging onto CRA system under the transaction menu the POP may select the option as Initiate Withdrawal request:



Figure 2

	Figure	3	
Welcome to Central Reco	rd Keeping Agency - Windows Internet Explorer		
	2.19.65.123/CRA/WithdrawRequest.do?ID=358899033&getName=Withd	👻 Certificate Error 🍫 🗙 🕨 Bing	
🔶 Favorites 🛛 🚖 🔊 Sug	igested Sites 🔻 🎍 Links 👻 🍶 Microsoft Websites 👻 🔊 Bank Locati	ions 👩 CRA 🔊 DMS_PFRDA 🙆 Fom 16 login 🏿 Gmail	Email from Google
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Transaction Contributio	n Details Grievance User Maintenance Views MIS Re	ports Dashboard Subscriber Modification Error Rec	ctification Module
S1 Submission Details /	Authorize Request		
S1 Submission Details A	Authorize Request thdrawal Request Initiation Screen		
S1 Submission Details A	Authorize Request thdrawal Request Initiation Screen PRAN = 110001929192 Submit, Reset	* Mandatory Fields	
S1 Submission Details A	Authorize Request thdrawal Request Initiation Screen PRAN ** PRAN ** PRAN ** 110001929192 Submit: Reset Vote Request for Complete Withdrawal would automatically redeem all units lyin	* Mandatory Fields	

On submission, the screen as shown in figure 4 will be displayed.

	d Keeping Agency - Windows Internet Exploi	rer			
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Transaction Contribution	Details Grievance User Maintenance	ce Views MIS Reports	Dashboard	Subscriber Modification	Error Rectification Module
				* Mandatory	Fields
	- FRAN	Submit Reset			
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	Claim ID Date Of Birth Withdrawal Type **	Claim ID is not generated 14/10/1981 - Select]		
N > > >	Claim ID Date Of Birth Withdrawal Type ** Receipt No. **/Back office reference No.	Submit Reset Submit Reset Claim ID is not generated 14/10/1981 - Select - - - Selec	r 2 account of the or.	subscriber, if any.	

Figure 4

On selection of Tier II Partial Withdrawal request the, the POP/ POP-SP shall enterthe type of withdrawal as given in figure 5

Figure 5

Welcome to Central Recor	d Keeping Agency - Windows Internet Explor	rer		
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+ 👩 Welcome to Centr	ral Re 🗙 👩 Welcome to Central Recor		🏠 🔹 🖾 👻 🚍 🔹	Page 👻 Safety 👻 Tools 👻 🕢 👻
🧐 NSDL		Cer	ntral Recordkeepi	ng Agency
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ansaction Contribution	n Details Grievance User Maintenanc	e Views MIS Reports	Dashboard Subscriber Modification	Error Rectification Module
Submission Details A	uthorize Request			
Wit	thdrawal Request Initiation Scree	n	* Mandatory	Fields
Wit	thdrawal Request Initiation Scree	110001929182 Submit Reset	* Mandatory	Fields
Wit	PRAN	(110001020182) Submit (Reset)	* Mandatory	Fields
⊛ Wit	PRAN Claim ID	110001929182 Submit Reset	* Mandatory	Fields
⊛ Wit	PRAN Claim ID Date Of Birth Withdrawal Type **	110001525152 Submit Reset Claim ID is not generated [14/10/1951] Ter 2 Partial Withdrawal	* Mandatory	Fields
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♥ WH	thdrawal Request Initiation Screen PRAN Claim ID Date Of Birth Withdrawal Type ** Partial Withdrawal Option ** Receipt No. **/Back office reference No. ote Request for Complete Withdrawal would aut Enter Receipt No. for UOS sector or Back off	n 110001929182 Submit Reset Claim ID is not generated 14/10/1981 Ter 2 Partial Withdrawel Select - Select - Select - Soleme With Utdrawel Scheme With Units Withdrawel Somatically retern all units lying in Tier 2 fice reference No. for Corporate sector.	* Mandstory	Fields
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Figure 6

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Favorites 🛛 👍 🔊 Sugges	sted Sites 👻 🌗 Links 👻 🌗 Microsoft W	/ebsites 👻 🔊 Bank Locations 🛛 👩 CR	A 🙋 DMS_PFRDA 👩 Fom 16 logir	n 🙋 Gmail Email from Google
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🧐 NSDL		Cent	tral Recordkeep	ing Agency
Welcome Point of Presence-130	001108		31-Jan-2014	Home Logout
Submission Details Aut	horize Request			
With	drawal Request Initiation Screer	1		
 With 	drawal Request Initiation Screer	n 11	* Mandatory	- Fields
With	drawal Request Initiation Screen	[110001925182 Submit [Reset]	* Mandatory	r Fields
⊛ With	PRAN Claim ID	110001929182 Submit: Reset Claim ID is not generated	* Mandatory	, Fields
With [PRAN Claim ID Date Of Birth	110001929182 Submit Reset Claim ID is not generated [14/10/1981	* Mandatory	r Fields
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♥ With	Claim ID Date Of Birth Withdrawal Type " Partial Withdrawal Option " Receipt No. "/Back office reference No.	110001829182 Submit Reset Claim ID is not generated 14/10/1981 Ther 2 Partial Withdrawal Lumpsum Withdrawal 14e0002560000001 Submit	* Mandatory	r Fields
With	Claim ID Date Of Birth Withdrawal Type " Partial Withdrawal Option " Receipt No. "/Back office reference No. Request for Complete Withdrawal would aut Enter Receipt No. for UOS sector or Back off	110001929182 Submit Reset Claim ID is not generated 14/10/1881 Tier 2 Partial Withdrawal Lumpsum Withdrawal 14e00028600000001 Submit omatically redeem all units lying in Tier 2 acc fice reference No. for Corporate sector.	* Mandatory	r Fielda

In the above **Figure 6**, POP/POP-SP shall enter the 17 digit receipt number beginningwith the request type 14 provided to the Subscriber as an acknowledgment on submission of Tier II withdrawal request.

Figure 7

Welcome to Central Recor	ce Views MIS Reports	Central Recordkee 31-Jan-2014 Dashboard Subscriber Modificat	
rrievance User Maintenand	ce Views MIS Reports	Central Recordkee 31-Jan-2014 Dashboard Subscriber Modificat	Home Logout
irlevance User Maintenan uest	ce Views MIS Reports	31-Jan-2014 Dashboard Subscriber Modificat	Home Logout
Grievance User Maintenand	ce Views MIS Reports	Dashboard Subscriber Modificat	tion Error Rectification Module
uest			
hdrawal Request Detail	s Initiation Screen		
PRAN	11000192918	2	
Entity Reg. No.	6000256		
Subscriber Name	AMITKUMAR	BALDEVBHAI PATEL	
		* Mandator	y Fields
at A second 26			
ar Amount	1000	withdraw Total Holdings	
	-		
	Submit	1	
	PRAN Entity Reg. No. Subscriber Name	PRAN 11000192918 Entity Reg. No. 6000256 Subscriber Name AMITKUMAR I	PRAN 110001929182 Entity Reg. No. 6000256 Subscriber Name AMITKUMAR BALDEVBHAI PATEL * Mandator ral Amount # 1000 Withdraw Total Holdings

In case of partial withdrawal, POP/POP-SP shall enter the amount to be withdrawnas specified by the Subscriber in *Figure 7* whereas in case of complete withdrawal, POP/POP-SP shall select **,Withdraw Total Holdings'** option as shown in *Figure 8*.

Figure 8

Ø NSI	DL	Central Recordkee	ping Agency
Welcome Point of Pre-	sence-130001108	31-Jan-2014	Home Lopout
ansaction Contri	ibution Details Grievance User Maintenance Vie	ws MIS Reports Dashboard Subscriber Modificat	ion Error Rectification Module
Submission Details	a Authorize Request		
	PRAN Entity Reg. No. Subscriber Name	110001929182 6000256 AMITRUMAR BALDEVBHAI PATEL	
	PRAN Entity Reg. No. Subscriber Name	110001929182 6000256 AMITKUMAR BALDEVBHAI PATEL * Mandaton Wendraw Total Holdings	y Figles
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	PRAN Entty Reg. No. Subscriber Name	110001929182 6000256 AMITKUMAR BALDEVBHAI PATEL *Maedator Withdraw Total Holdings Submit	, Fields

On submission of details, screen as show in below **Figure 9** will be displayed. *Figure 9*



In above **Figure 9**, POP/POP-SP shall check that all the details are correct and confirm the same by clicking **'Confirm'** button. On confirming the details, screen as shown in below **Figure 10**, will be displayed.

		1 12/11/2 10		
Welcome to Central Record Keeping Agend	y - Windows Internet Explorer			
172.19.65.123 CRAA	lithdrawRepConformAction.doIIDe-	14343537756.getl 💌 😒 Certificate Erro	e 🧌 🛪 🕨 Bing	Q
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8 - 🙆 Welcome to Central Re X 🙆	Nelcome to Central Recor		• •	Page - Safety - Tools - @-
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Welcome Point of Presence-130001108			31-Jan-2014	Home Logout
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Authorize Request				
® Witho	rawal Request Initiation - C	omplete		
* Witho	PRAN Name Date of Birth Receipt No Total Holdings Withdrawal	00001829182 AMITKUMAR BALDEVBHAR PATEL 14/10/1881 1480002580000001		
Without	PRAN PRAN Name Date of Birth Receipt No Total Hotdings Withdrawal Acknowledgement No.	omplete 110001529182 AMTKUMAR BALDEVBHAR PATEL 14/10/1981 1480002680000001 8000088720		
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In above **Figure 10**, message will be shown to the POP/POP-SP for successfully capturing of the request and request verification awaited.

Authorization of request:

- POP/POP-SP authorizer user shall login to CRA system using DSC based user ID and shall verify the request.
- On home page, POP/POP-SP shall select **,Authorised Transaction Withdrawalrequest**` option as shown in below **Figure 11**.



Home Contact Us System Configuration	Enoust Secured		
Best viewed in Internet Explorer 7.0 & above or Mobilia Firefox Ver 3.6 a	oove with a resolution of 1024 X 768.		-
	🗣 Local intranet Protected Mode: Off	• • • • • • • • • • • • • • • • • • •	•



• Once the POP/POP-SP shall enter the required details such as type of request as withdrawal, acknowledgment number, etc. on submission of details screen as shown in below **Figure 12 and Figure 13** will be displayed

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File Edit View Favorites Tools Help		
👷 Favorites 🛛 🎪 🔊 Suggested Sites 💌 🏭 Lie	sks 🕶 🕌 Microsoft Websites 👻 😰 Bank Locations 👩 CRA 🝙 DMS_PFRDA 💋 Fom 16 login 😰 Gmail Email from Google	
RR - 10 Welcome to Central Re × 10 Welco	ome to Central Recor	8-
10 NSDI	Central Record keeping Agency	
- HODE	Central Record Recepting Agency	
Welcome Point of Presence-130001110	31-Jan-2014 Home Lopour	
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Figure 12



Figure 14

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69 NSDL		Central H	Recordkeep	ing Agen	icy
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<u>\$000058720</u> 14600025600000	001 110001929185	2 31-01-2014	130001108 W	THORAWAL	
Home Co	ntact Us System C	Configuration Entrust Se	oured		1
Best viewed in Internet Explorer 7	7 0 & above or Mobilia Fi	irefox Ver 3.6 above with a reso	lution of 1024 X 768		

In above **Figure 14,** POP/POP-SP verifier user shall click the hyperlink provided on acknowledgment number to view withdrawal request details. The screen as shown inbelow **Figure 15** will be displayed.

saction Contribution De				
	tails Grievance User-Maintenance V	/iews MIS Reports Dashboard	Subscriber Modification	Error Rectification Module
bmission Details Auth	orize Request			
Authorize	Withdrawal Initiation - Confirm			
				Back to Results Page
Subscriber Details				View Signature
	Subscriber hame	AMITKUMAR BALDEVBHAI PA	TEL.	
	PRAN	110001829182		
	Receipt No.	1460002560000001		
	ACK Na.	8000088720		
	Withdrawal Type	Partial Withdrawal		
	Partial Withdrawal Option	Lumpsum Withdrawal		
0	Total Holdings Withdrawial			
		Authorize Reject		
	Reaso	n for Rejection		
		Submit		

Figure 15

In above **Figure 15**, POP/POP-SP shall verify the captured details with the physical withdrawal request. If all the details are correct, verifier shall authorised the request by selecting **,Authorize'** button. In case of any discrepancy, verifier user shall enter the necessary reason for rejection and reject the request by selecting **,Reject'** button. On successful authorisation of request, message as shown in below **Figure 16** will be displayed to the user.

Figure	16
Inguic	10

1.2.2.2	/s Internet Explorer				
🕒 () 🗢 🙋 https://172.19.65.123/CRA/WithdrawAu	thConfirmAction.do?ID:	=11376045&getNa 👻 😨	Certificate Erro	r 🍫 🔀 🕨 Bing	م
👉 Favorites 🛛 🚓 🔊 Suggested Sites 👻 🚺 Links 👻	Microsoft Websites	 Bank Locations 	🖸 CRA 🖉 DN	15 PFRDA 🙆 Form 16 logi	n 🖉 Gmail Email from Google
- Welcome to Central Re V 10 Welcome to	Central Peser				Page Safety Tools
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Fransaction Contribution Details Grievance Us	ser Maintenance Vie	ws MIS Reports	Dashboard	Subscriber Modification	Error Rectification Module
St Submission Details Authorize Request					
			Back to Resu	its Page	
PRA	4N 11	10001929182	Back to Resu	its Page	
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PRA Nan Date Rec	N 1' ne A e of Birth 14 No. 14	10001929182 MITKUMAR BALDEVBHAI 4/10/1981 4600025600000001	Back to Resu	its Page	
PRA Nam Date Rec	N 11 ne A e of Birth 1 heipt No. 14 ndrawal Request has been	10001929182 MITKUMAR BALDEVBHAI 4/10/1981 4600025600000001 Authorized	Back to Resu	its Page	
PRA Nam Date Rec Writh	N 11 ne A e of Birth 14 leipt No. 14 ndrawal Request has been nowledgement No 8	10001929182 MITKUMAR BALDEVBHAI 4/10/1981 4600025600000001 Authorized 000088720	Back to Resu	its Page	
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PRA Nam Date Rec With Ack Ven	N 1 ⁻¹ ne A e of Birth 1 ⁻¹ elipt No. 1 ⁻¹ ndrawal Request has been mowledgement No 8 iffication Timestamp 3	10001929182 MITKUMAR BALDEVBHAI 4/10/1981 4600025600000001 Authorized 000088720 1/01/2014 18:18	Back to Resu	its Page	
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